

J O B A N N O U N C E M E N T

POSITION TITLE: Support Officer Supervisor (Non-Bargaining) **PCN:** 084600

DEPARTMENT: Establishment **P. R.:** N15

REPORTS TO: Support Manager

RESPONSIBILITIES: Supervise and develop assigned staff. Determine priorities of the assigned unit to ensure organization and productivity. Resolve problems with cases, clients, attorneys, courts, and other agencies. Ensure assigned unit adheres to applicable Federal and State laws, work rules, and agency policy and procedures. Prepare management reports, program analysis and other reports regarding child support functions. Provide Section Manager with regular and accurate reports of potential problems, unusual situations and overall status of unit.

Train unit employees as policies and procedures changes. Monitor staffs actions on caseload. Initiate appropriate measures to improve efficiency. Investigate case issues. Respond to inquiries/complaints. Evaluate staff performances and make recommendations regarding disciplinary problems. Interview for staff positions and make recommendations to hire. Attend meetings, conduct staff meetings.

MINIMUM QUALIFICATIONS: Bachelor's degree in Public Administration, Business Administration, Social Services, or related field with three years of public administration, business administration, social services, or related experience; or any equivalent combination of training and experience.

STARTING SALARY: \$ 23.09/hour, plus a comprehensive Benefits Package
180 Day Probation Period

DATE POSTED: Tuesday April 3, 2012

DEADLINE TO APPLY: Monday April 16, 2012

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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